



# GSI Automates Rehrig Pacific's Freight, Transportation and Logistics Processes with Orchestrator



With seven manufacturing plants strategically positioned across the USA, Rehrig Pacific Company has a lot to think about when it comes to freight, transportation and logistics. In some cases, for example, this leading manufacturer of residential rollout carts may not always be able to pick the most efficient and affordable freight lanes for a trip.

In some cases, this would happen if a product manufactured in Los Angeles had to be shipped to another company location in Texas or Kansas—a trip that would necessitate Rehrig Pacific using trade routes it is unfamiliar with. Up until recently, the manufacturer was using a standalone instance of PC\*MILER trucking software for mapping, routing and navigation.

Using PC\*MILER employees were manually managing field surcharge calculations for every single trip. "Our freight coordinators had to go into every shipment and, using Google Maps or another application, manually calculate the distance," explained Lisa Horvath, a business operations analyst. "Then, they would add in the fuel surcharge, do the calculations and add that into our freight lines so we could track those surcharges."

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*Lisa Horvath,  
Business Operations Analyst,  
Rehrig Pacific*

## COMPANY SNAPSHOT

**Company:** Rehrig Pacific Company

**Location:** Los Angeles, CA, USA

**Industry:** Pallets, waste, recycling containers and supply chain solutions

**Founded:** 1913

**Locations:** United States, Mexico and South America

**GSI Solution:** PC\*MILER, JDE, Orchestrator

## Giving Freight Coordinators Hours Back in the Day

Tracking fuel surcharges manually—multiplied across hundreds of shipments per month—took a lot of time. Wanting to add more automation to its transportation management setup, Rehrig Pacific called on GSI, Inc., for help. The longtime JD Edwards user wanted to use Orchestrator to have PC\*MILER calculate its shipping distances.

Then, based on a standard per-mile fee, the application would handle the calculations and enter the shipment charges for the freight management team. GSI gathered the geocoded addresses and calculated route distances using application programming interfaces (APIs) to better determine shipping routes prior to adding shipments to their trucks.

"That was a huge time saver for our transportation associates, and our first kind of go-round with using Orchestrator with PC\*MILER," said Horvath. Managed by GSI, this single orchestration has given Rehrig Pacific's freight coordinators hours back to their days. Previously, the company took an average of 90 seconds per shipment to manage the fuel surcharges across roughly 127 shipments per day. That equates to about three hours of manual labor per day, now reduced by 37.5%.

With its PC\*MILER Orchestration in place, Rehrig Pacific also has good visibility into its fuel surcharges and can be more strategic when picking its freight routes. And because it now has a data table to refer to for a historical view of fuel surcharges, the company can also compare across the months or years by carrier. It can also see which carriers charge higher or lower fuel surcharges and use that criteria when selecting transportation providers.





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*Business Operations Analyst,*  
**Rehrig Pacific**

## Determining Days in Transit

Once its fuel surcharge calculations were automated, Rehrig Pacific then moved on to automating its days-in-transit calculations. The company covers about 550 miles daily, for example, and wanted to know exactly how many transit days each route would take. This would help it better plan out its own production process and meet its manufacturing deadlines.

"This was really useful when it came to auto-routing shipments in the system," said Horvath, "knowing that some shipments were higher priorities than others, and that some routes were better for expediting orders."

"Now, Rehrig Pacific is using PC\*MILER and the GSI-developed Orchestrator to calculate the distance and the transit days. It's all auto-routed and feeds back into our work order to tell us what needs to be produced based on those transit days," said Horvath. "Our production planners know that if an order is due by December 5, and if it's going to take five days to ship it, then the goods have to be produced by the end of November."

## A Strong IT Partner in their Corner

Reflecting on Rehrig Pacific's ongoing relationship with GSI, Horvath says the IT consultancy always understands the manufacturer's problems and comes up with viable solutions to those issues. "They truly partner with us, help us think through some of our solutions, and come to us with really creative ideas that we've never even thought of," she said, "and that we often end up implementing."

Horvath also likes GSI's service after the sale, which extends long after the projects have been completed and the new functionalities are in use. "We've encountered a few minor issues with PC\*MILER and the moment I bring it up with GSI, someone is on the phone or answering my emails about it," said Horvath. "GSI is always readily available to help us with those tweaks."

Looking ahead, Rehrig Pacific plans to use PC\*MILER and Orchestrator to manage its less than truckload (LTL) transportation, with a specific emphasis on determining the best LTL routes for its shipments.

"We'd like to bring some additional logic based on mode of transportation via another PC\*MILER modification that we plan to implement within the next few months," said Horvath. "GSI is definitely going to be able to help us with that and continue to provide even more value for our business."

### For more information:

Contact us today to learn more. You can also email us or call (855) 474-4377.



### GSI, Inc.

GSI is a forward-thinking organization that aligns and optimizes your digital footprint with your business goals. We combine our deep business and industry experience with our expert knowledge of enterprise applications, automation, cloud and cybersecurity to deliver secure and flexible systems that allow your business to thrive and not just survive."

GSI's comprehensive suite of solutions includes: AppCare, a 24/7 managed service that includes EaaS with flexible "on-demand" services and dynamic pricing; GENIUS AI, an Application Intelligence Platform (AIP) for creating application health and user experience monitors; GENISYS, a solution for optimizing system performance; RapidReconciler®, its inventory reconciliation software; GENOME, which automatically Detects, analyzes and Automates the process of converting customizations into Orchestrations; and GatewayNow, low-cost, accelerated time-to-value ITSM solution using the industry-leading ServiceNow platform in a fully managed environment.

GSI consulting and managed services are backed by its signature 100 percent guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with worldwide resources. With over 100 employees, GSI consultants average over 15 years of real-world experience and are certified experts in business, industry, and enterprise applications. GSI provides comprehensive 24/7 global support.

## Why GSI?

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